



Customer Service Expert

Hays • Melbourne CBD VIC



Base pay

\$30 - \$34 / hr



Work type

Temporary



Contract type

Not provided

Job details



Date posted

03 Sep 2021



Expiring date

03 Sep 2022



Category

Banking, Superannuation & Finance



Occupation

Customer Service



Base pay

\$30 - \$34 /hr



Work type

Temporary



Job mode

Standard/Business Hours

Full job description

- Reputable Top 4 Bank | Fantastic Career Progression Opportunities
- Full Time Hours - Temporary to Permanent Opportunity
- Competitive Hourly Rate | Melbourne CBD Location

Your new company

This Top 4 Bank has a strong presence across 34 markets, focusing on core markets in Australia and New Zealand. With its head office located in Melbourne, you will be joining a business that is committed to attracting and retaining the best, by offering a genuine career path into a world of opportunities.

Your new role

Customer Service Experts work together in customer value teams to deliver outcomes for Small Business customers, supporting their lending and credit requirements as well as servicing their day to day banking needs. Working in self-organising teams, our Customer Service Experts are focused on:

1. Owning customer queries and service requests, managing them through in a timely manner to the best possible customer outcome collaborating and workshoping with team members as required.
2. Self-development to continually improve their own ability and the capability of the team to better service our customers along the operations value chain.
3. Build and grow relationships within their value team and the business to broaden their operational knowledge and expertise.

You will commence by learning core servicing skills as the first point of phone contact for our Small Business banking customers, eventually adding depth and breadth of knowledge and skill to enable you to better service our

customers in line with what your team needs. This role requires you to be available to work full time, on a rotating roster from Monday - Friday working between the hours of 8am - 8pm.

What you bring to the role

- Banking/Finance experience highly desired
- Your ability to empathise with our customers and passion for getting things right for them, every time.
- Enthusiasm to keep your customer value team operationally fit, to ensure we are where our customers need us most.
- Ability to identify and resolve obstacles, and a curiosity to trial new process or approaches to optimise your team's performance and continuously improve service to our customers.
- Your ability to work with others to help your team grow.
- A capacity to work hard and well with others in a manner that is consistent with the organisation's purpose and values.
- A commercial acumen that balances the needs of our customers, our people and our stakeholders.

What you'll get in return

To begin, 3 weeks of an in-depth, industry-leading training program, ongoing coaching, an opportunity for career progression, a company that promotes a diverse work force and stands by its values.

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV to Tasha.Goonting@hays.com.au

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